

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A system for processing user inquiries, the system comprising:
 - a global knowledge database including a plurality of responses corresponding to a plurality of user inquiries;
 - a first response system in communication with the global knowledge database, the first response system configured to provide a first response to a first user inquiry using a response included in the global knowledge database, the first response system being of a first type of response system;
 - a second response system in communication with the global knowledge database, the ~~first~~ second response system configured to provide a second response to a second user inquiry using a response included in the global knowledge database, the second response system being of a second type of response system;
 - an analysis database configured to store indications of responses provided by the first response system and the second response system; and
 - a report generator configured to generate a report using the stored indications of the response provided by the first response system and the second response system.
2. (Original) The system of claim 1, wherein the first response system comprises a live-agent response system.
3. (Original) The system of claim 2, wherein the live-agent response system comprises a telephone response system.
4. (Currently Amended) The system of claim 2, wherein the second response system comprises an automated response system operable to communicate with the knowledge database independent of the first response system.
5. (Original) The system of claim 1, further comprising:
 - a user information database configured to store user information;
 - wherein the first response system is configured to retrieve information from the user information database in responding to the first user inquiry.
6. (Original) The system of claim 1, wherein the first response system and the second response system are distributed.
7. (Original) The system of claim 1, wherein the first response system and the second response system are integrated.
8. (Original) The system of claim 1, wherein the global knowledge database comprises:

a plurality of templates for responding to inquiries from users.

9. (Original) The system of claim 8, wherein the first response system is configured to use a first of the plurality of templates to respond to the first user inquiry and wherein the second response system is configured to use the first of the plurality of templates to respond to the second user inquiry.

10. (Original) The system of claim 9, wherein the first system comprises a live agent response system and the second response system comprises an automated response system.

11. (Currently Amended) The system of claim 1, further comprising an analysis engine, wherein the analysis engine is ~~further~~ configured to determine the number of times the first response is generated by the first response system.

12. (Currently Amended) The system of claim 1, further comprising an analysis engine, wherein the analysis engine is ~~further~~ configured to update the analysis database when the first response is generated by the first response system.

13. (Currently Amended) A method for managing user inquiries, the method comprising:

receiving an inquiry from a user;

retrieving a response to the user inquiry from a global knowledge system;

providing the response to the user with a response system;

storing an indication of the response in an analysis database;

storing an indication of the response system in the analysis database; and

generating a report using the indication of the response and the indication of the response system;

wherein said report comprises an illustration of responses organized into a plurality of categories, and wherein selection of a category of responses from said plurality of categories causes a display of linked additional data.

14. (Original) The method of claim 13, wherein storing the indication of the response and storing the indication of the response system comprises:

storing a joint indication of both the response and the response system.

15. (Currently Amended) The method of claim 13, wherein generating the report comprises:

generating an overlaid contact graph, wherein said overlaid contact graph comprises a plurality of shapes, and wherein the dimensions of the plurality of shapes are determined by data retrieved from the analysis database.

16. (Original) The method of claim 13, further comprising:

using the generated report, indicating when the retrieved response does not satisfactorily address the inquiry from the user.

17. (Original) A system for processing user inquiries, the system comprising:

a first response system configured to provide a first response to a first user inquiry, the first response system being a first type of response system;

a second response system configured to provide a second response to a second user inquiry, the second response system being a second type of response system;

a global knowledge database configured to communicate with the first response system and the second response system;

an analysis database configured to store indications of responses provided by the first response system and the second response system; and

a report generator configured to generate a report using the stored indications of the response provided by the first response system and the second response system.

18. (New) The system of claim 17 wherein the second response system comprises an automated response system operable to communicate with the global knowledge database independent of the first response system, and wherein the first response system comprises a live agent response system.

19. (New) The system of claim 18 wherein the report comprises an overlaid contact graph, and wherein said overlaid contact graph comprises a plurality of shapes, and wherein the dimensions of the plurality of shapes are determined by data retrieved from the analysis database.

20. (New) The system of claim 19 wherein said report comprises an illustration of responses organized into a plurality of categories, and wherein selection of a category of responses from said plurality of categories causes a display of linked additional data.